

MiCSES Benefits for Michigan's Families

Better automated tools for enforcement of child support orders

- Improved automation for income withholding (employer database, multiple employer capability)
- Faster, more certain Unemployment Insurance withholding
- Easier access for seizing bank accounts and other financial resources of non-payors
- Automated support for driver's license suspension
- Automatic reporting of non-payors to credit bureaus
- Automated support for withholding of lump-sum payments (e.g. auto industry bonuses)
- Computer support to administer bonds for non-payment
- Establishment and monitoring of payment plans
- Automated capture of profit-sharing, 401K, and pension payouts made to non-payors (when they leave an employer, for example)
- Immediate identification of delinquent cases to worker

Improved tools for tracking down non-payors

- Automated initiation of a computer search when non-payor's location becomes unknown
- New interfaces to other state agency sources of information about non-payors: Department of Career Development, Department of Community Health, Department of Consumer Industry Services, Department of Corrections, Department of Natural Resources (hunting and fishing licenses), Department of Treasury, Department of State, State Police, Michigan Unemployment Agency, State Court Administrative Office, Workers' Disability Compensation Bureau
- Statewide data sharing – information identified by one County is accessible from other counties; counties can identify non-payors with cases in other counties; locate information generated by one program component (FIA Support Specialists, Prosecuting Attorneys, Friends of the Court) can be accessed by all other program components
- Arrest warrants for non-payors who fail to appear at court hearings posted on the State Police LEIN (Law Enforcement Information Network) within minutes of posting by child support staff

Better customer service

- Statewide access to case data, including activity in other counties
- Statewide Interactive Voice Response system for 24/7 access to payment status information

Better access to health insurance coverage for children

- Statewide matches of insurance coverage available to non-custodial parents
- Automated issuance of National Medical Support Notices to require health insurance coverage
- Automated tracking for terminations of insurance coverage

More efficient and equitable payment processing

- Centralized, state-administered payment processing will free up Friend of Court staff resources for more intensive enforcement
- Payors with cases in more than one county will have payments equitably spread across all cases

Reduce undistributed payments

- Automated initiation of computer search when location of custodial parent becomes unknown so that payments received on children's behalf can be sent to the family
- More effective automated tools for monitoring and controlling suspended payments

Smarter case management

- Automatic prioritization of caseworker action alerts
- Better information and tools for analyzing local caseloads – will help Friends of Court identify high priority cases needing action and use their staff resources more effectively
- Cases automatically transferred between program components – less likely to fall between the cracks
- System monitors case progression – automatically informs worker when action is needed
- System automatically provides alerts to workers when new information becomes available about the case (e.g. new information about an employer or location)
- Increased automation for case management will free worker's time for more active pursuit of non-payors